



MIAMI-DADE COUNTY HOMELESS TRUST GAPS AND NEEDS ASSESSMENT REPORT ON HOMELESSNESS

Introduction

The goal of the gaps analysis is to help the Miami-Dade County Homeless Trust, the lead agency for Miami-Dade's homeless Continuum of Care, update its understanding of the needs of persons experiencing homelessness. The gaps analysis identifies key unmet needs in the housing and services system, focusing on overall needs as well as specific sub-population and geographic needs. It also considers the overall functioning of the system as a whole and identifies strategies to improve system-level effectiveness and efficiency.

About Miami-Dade County

Miami-Dade County is the most populous county in the State of Florida and home to 34 incorporated municipalities, cities, towns and villages, as well as unincorporated communities and neighborhoods. The City of Miami is the largest municipality, followed by Hialeah, Miami Gardens, Miami Beach, North Miami and Coral Gables. The areas of the county that do not fall within municipal boundaries comprise the unincorporated area of Miami-Dade. With a population exceeding one million people, the unincorporated area, if declared a city, would form the largest city in Florida.

Miami-Dade County encompasses more than 2,000 square miles. The community is located along the southeast tip of the Florida peninsula. It is bounded by Biscayne Bay and the Atlantic Ocean to the east, Everglades National Park to the west, the Florida Keys to the south, and Broward County to the North.

Miami-Dade County has a population of more than 2.7 million people and is the fourth largest public school district in the United States.

About the Miami-Dade County Homeless Trust

The Miami-Dade County Homeless Trust serves as the lead agency for Miami-Dade County's homeless Continuum of Care (CoC) and is responsible for the oversight, planning and operations of the entire CoC including:

- Administering proceeds of a one percent (1%) Food and Beverage Tax. Miami-Dade had the first dedicated funding source for homelessness in the United States – a unique 1 percent Food and Beverage Tax which is foundational to the funding of the Homeless Trust today.
- Implementing the *Miami-Dade County Community Homeless Plan: Priority Home* which provides a framework for preventing and ending homelessness in Miami-Dade County.
- Serving as the collaborative applicant for federal and state funding opportunities.
- Administering grants and overseeing operations and fiscal activities for over 120 housing and services programs operated by more than 20 competitively selected non-profit providers and government entities.
- Managing Miami-Dade County's Homeless Management Information System (HMIS), the local technology system used to collect client-level data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- Developing policy and serving in an advisory capacity to the Board of County Commissioners on issues involving homelessness.

Miami-Dade County Homeless Plan: Priority Home

The Miami-Dade County Homeless Plan: Priority Home provides a framework for Miami-Dade County to prevent and end homelessness. The plan is reviewed annually to ensure it continues to serve the local needs of those experiencing and at-risk of homelessness in our community, and to ensure it aligns with Home, Together: The Federal Strategic Plan to Prevent and End Homelessness, U.S. HUD's System Performance Measures and U.S. HUD Policy Priorities contained within the most recent U.S. HUD CoC Program Competition. As gaps and needs are identified, additional implementation measures and strategies, as well as the status of those strategies, is updated yearly as part of CoC Subcommittee meetings which take place beginning each January. Categories contained within the overall plan are as follows:

- Emergency/Transitional/Permanent Housing/Rapid Re-Housing
- Coordinated Outreach, Assessment & Placement
- Homeless Prevention and Diversion
- Supportive Services
- Effective Use of Data
- Governance & Resource Maximization
- Quality Assurance
- Homeless Plan

Information provided to the CoC Subcommittee to assist in identifying gaps and needs includes an analysis of annual Point-in-Time Count data and survey responses, summer census count data, information from the Housing Inventory Count, analysis of U.S. HUD Systems Performance Measures, an assessment of racial disparities and feedback from the public, providers and consumers at publicly noticed meetings and through client satisfaction surveys.

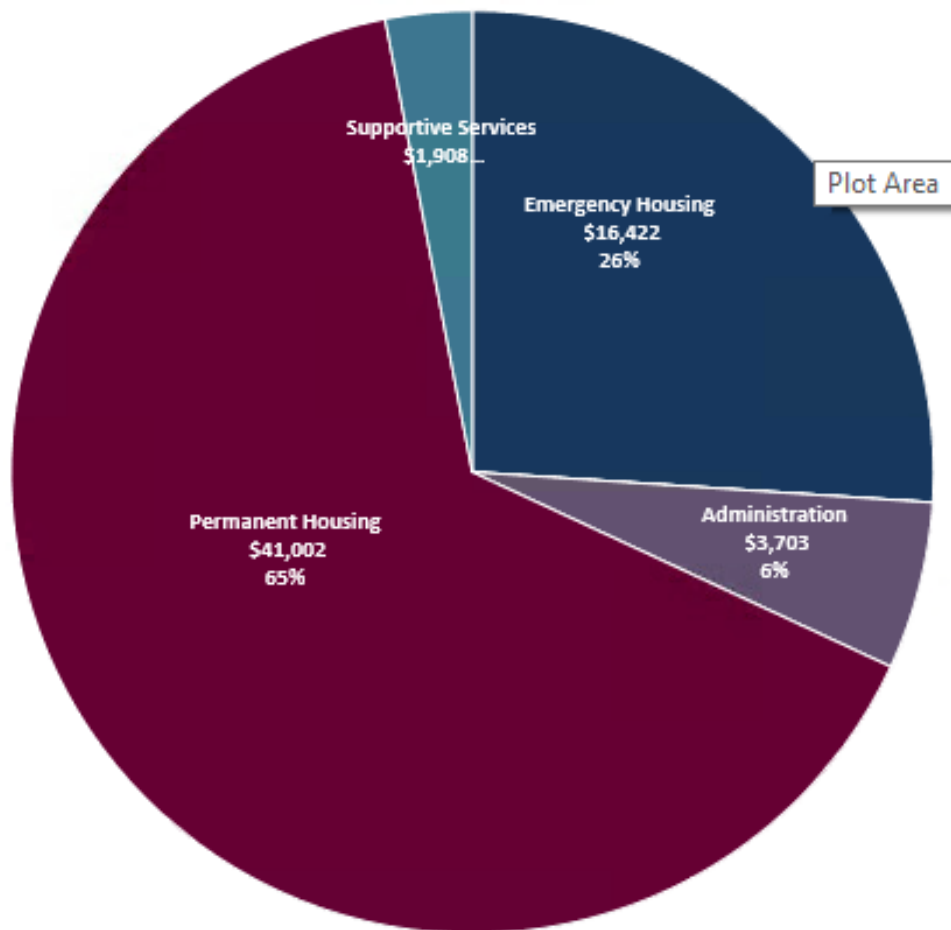
The CoC Subcommittee also helps to develop the Scoring, Ranking and Reallocation Process for the annual U.S. HUD CoC Program Competition and funding priorities for the competition, as well as CoC systemwide training needs.

The Homeless Trust, which is led by a 27-member Board of Trustees that includes representation from the city and business community, elected officials, formerly homeless persons, religious leaders, homeless advocates and others, is responsible for the implementation of the plan.

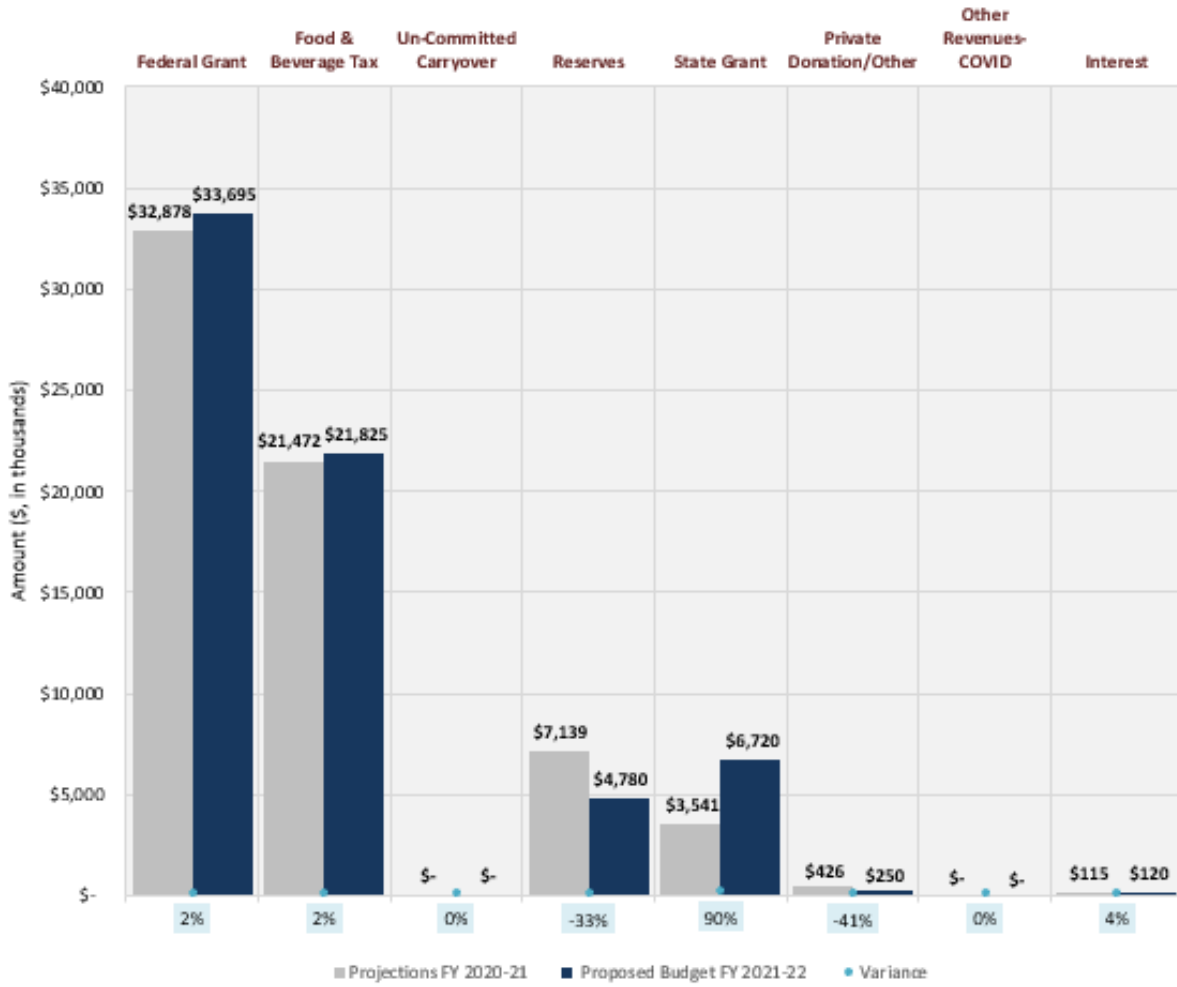
Funding

The Homeless Trust staff oversees the daily administration of more than 120 contracts with more than two dozen local providers for the provision of housing and services for the homeless. The below charts demonstrate 1) funding by program area, and 2) by revenue source.

**HOMELESS TRUST
FUNDING BY PROGRAM AREA
Proposed Budget FY 2021-22 (in thousands)**



HOMELESS TRUST
REVENUES BY SOURCE: Projections FY 2020-21 vs. Proposed Budget FY 2021-22



Point-in-Time Count and Surveys

Miami-Dade County’s most recent Point-in-Time (PIT) count took place on January 27, 2022. Outreach teams and staff, with support from lead agency staff, canvassed the entire geographic area of Miami-Dade County. Results provided on next page.

HOMELESS TRUST CENSUS RESULTS & COMPARISON: JANUARY 21, 2021 to JANUARY 27, 2022

UNSHELTERED HOMELESS COUNT	# ON 1/21/21	# ON 1/27/22	Difference +/-	%
City of Miami -City of Miami, City Limits	555	591	36	6%
City of Miami Beach - Miami Beach	101	171	70	69%
Miami-Dade County -South Dade, South of Kendall Drive to Monroe County Line	66	62	-4	-6%
Miami-Dade County -Unincorporated Miami-Dade County, North of Kendall Drive to Broward County Line	170	146	-24	-14%
Subtotal- # of UNSHELTERED Homeless:	892	970	78	9%

SHELTERED HOMELESS COUNT	# ON 1/21/21	# ON 1/27/22	Difference +/-	%
Total Homeless in Emergency Shelter	1,815	1,935	120	7%
Emergency Weather Placements	0	0	0	0%
Hotel/Motel	112	142	30	27%
Total Homeless in Transitional Housing	393	377	-16	-4%
Safe Haven	12	16	4	33%
Subtotal-SHELTERED Homeless:	2332	2470	138	6%

TOTAL - SHELTERED AND UNSHELTERED HOMELESS:

3224	3440	216	7%
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	# ON 1/21/21	# ON 1/27/22
Weather Conditions:	Mostly Clear, High in the upper 60's	Partly Cloudy, High in the upper 60's

Last year's count was the lowest unsheltered count since 2014 and the lowest homeless totals (unsheltered and sheltered) since the continuum began counting in 1996.

This PIT Count yield increases in the sheltered and unsheltered count as compared to last year, 7% (n=216). The sheltered count is up 6% (n=138) because shelters have started to increase occupancy and loosen social distancing as we improve the testing and vaccine protocols. The unsheltered count is up 9% (n=78). The City of Miami Beach represents the largest difference, 69% (n=70), compared to previous year.

As part of the PIT Count, the CoC also looks at homeless subpopulations, including youth, veterans, households with and without children, adults with serious mental illness, substance use disorders, HIV, survivors of domestic violence and chronically homeless households. An analysis over the past two years demonstrates the following as it pertains to these subpopulations:

- a) There was a 4% decrease in adults with a serious mental illness (n=50%)
- b) There was a 15% increase in adults with a substance abuse disorder (n=22%)
- c) There was a 2% increase in adults with HIV/AIDS (n=5%)
- d) There was a 4% increase in DV survivors (n=19%)
- e) There was an 1% increase in number of total veterans (n=6%)
- f) There was a 2% increase in total number of unaccompanied youth (n=6%)

1,344 surveys were conducted on persons experiencing homelessness with questions regarding the homeless history and needs of survey respondents.

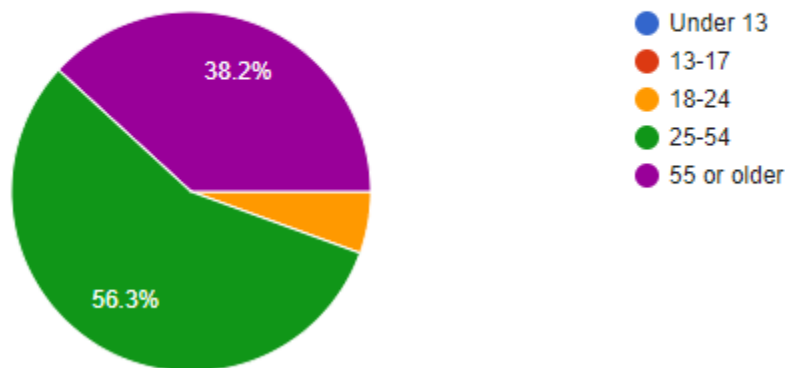
What kind of household is it?

1,244 responses



How old are you?

1,317 responses



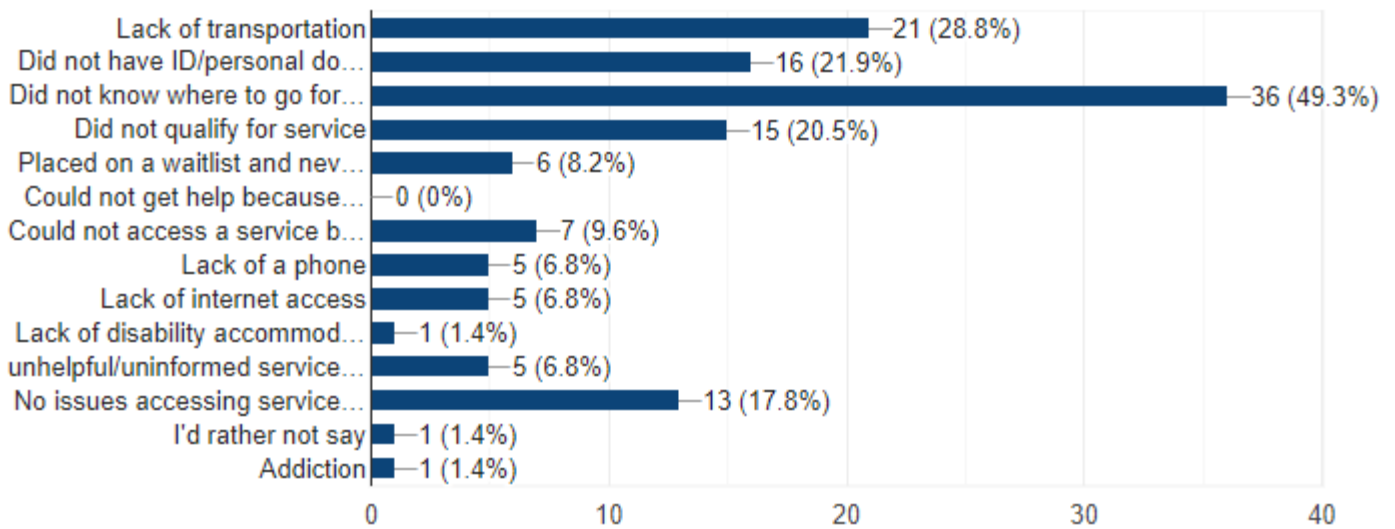
Youth

Six percent (n=73) of our responses came from youth led households ages 18-24 (this does not include iCount surveys). Youth surveys suggest:

- Youth were predominantly in shelter (n=81%)
- Less than 14% had experienced homelessness for at least one year
- 40% had experienced unsheltered homelessness
- 56% have couch surfed
- 26% were employed full-time and 15% held part-time employment
- 26% had been in foster care
- 58% female
- 32% were pregnant and 37% had children
- 69% were youth of color
- 27% were Hispanic
- 10% identified as LGBTQ+

In the past year, what issues have you encountered in trying to get help or access services?
 [Select all that apply]:

73 responses



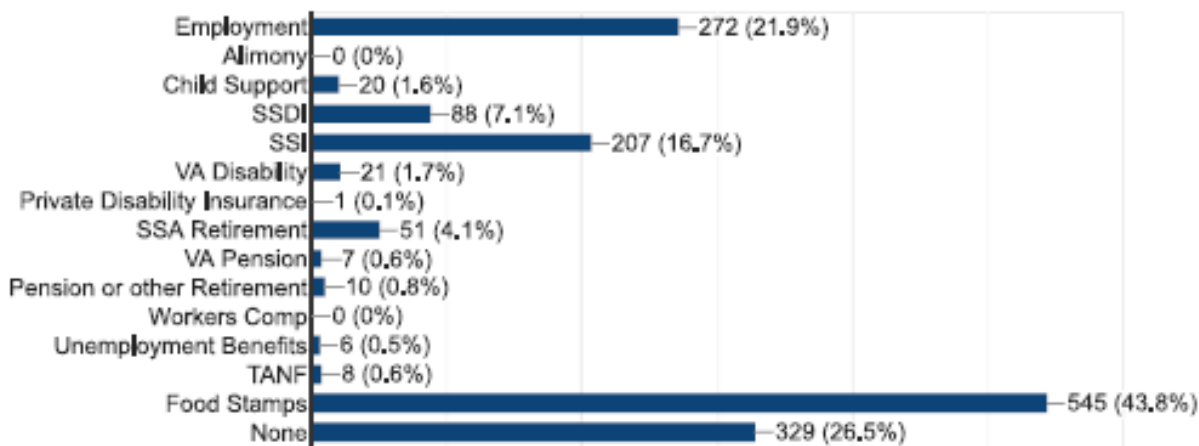
Adults 25 and older

Ninety-four percent (n=1243) of our responses came from households led by persons who were 25 or older, with 38% being households who were 55 or older. Surveys suggest:

- 14% unsheltered, 77% sheltered
- 80% lived in Miami-Dade County prior to becoming homeless
- 48% first time homeless
- 10% are trying to access shelter but beds were not available, 7% refuse shelter
- 62% male, 37% female, less than 1% Trans
- 5% LGBTQ+
- 51% people of color
- 40% Hispanic
- 6% veterans
- 8% undocumented
- 7% had been in foster care
- 19% fleeing Domestic Violence
- 56% had been in jail or prison (1% sex offender)

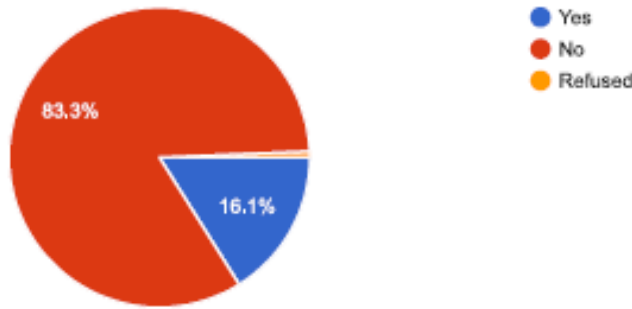
What kind of income/benefits do you have? (Check all that apply)

1,243 responses



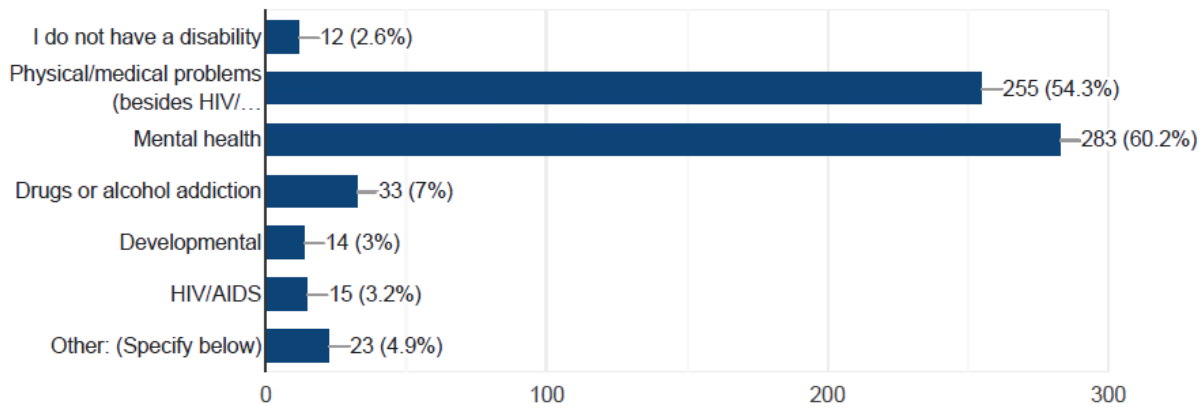
Do you have any family members who are homeless and staying with you now?

1,243 responses



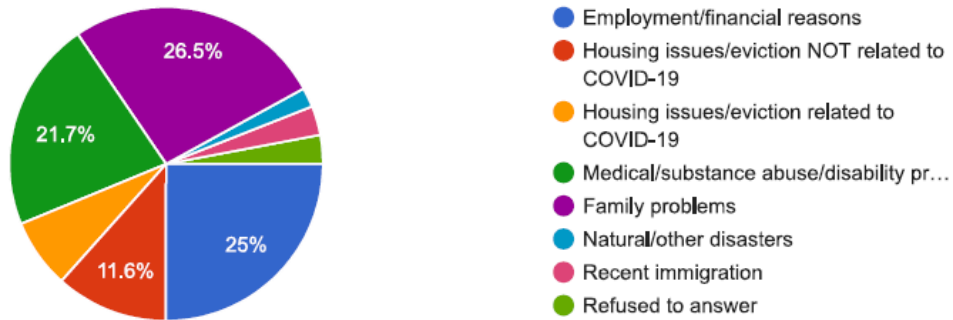
Please indicate type of disability

470 responses



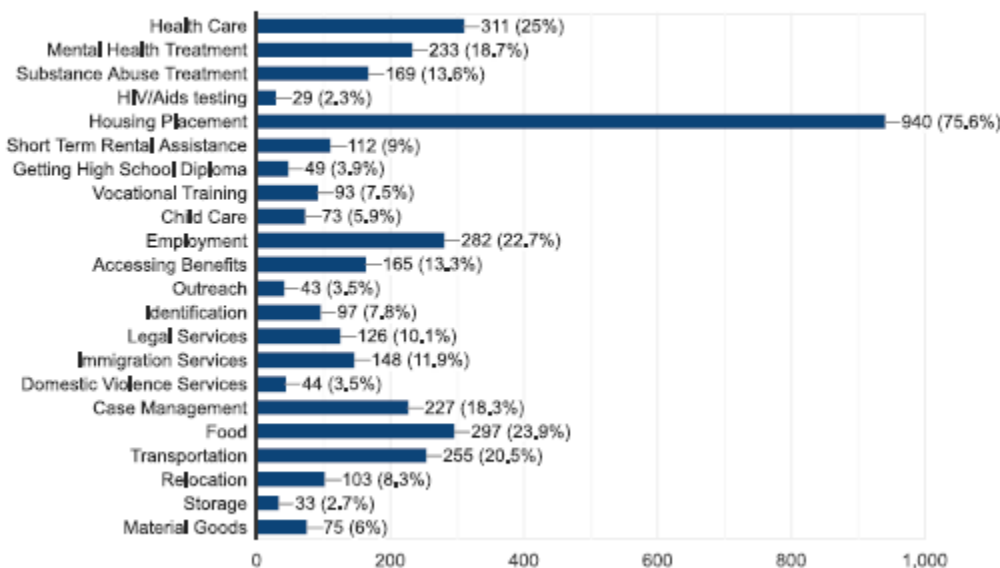
What caused you to become homeless this time?

1,243 responses



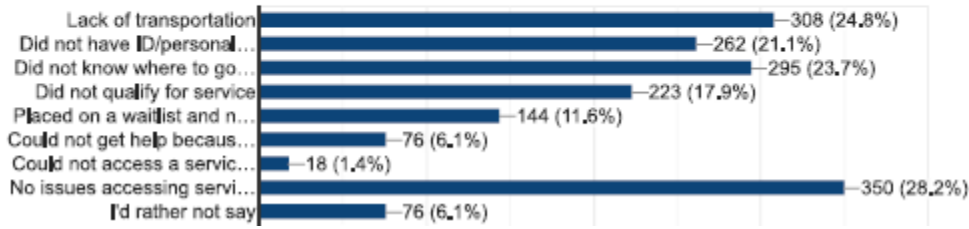
Do you or your family need any of these services right now? (Check all that apply)

1,243 responses



In the past year, what issues have you encountered in trying to get help or access services? [Select all that apply]:

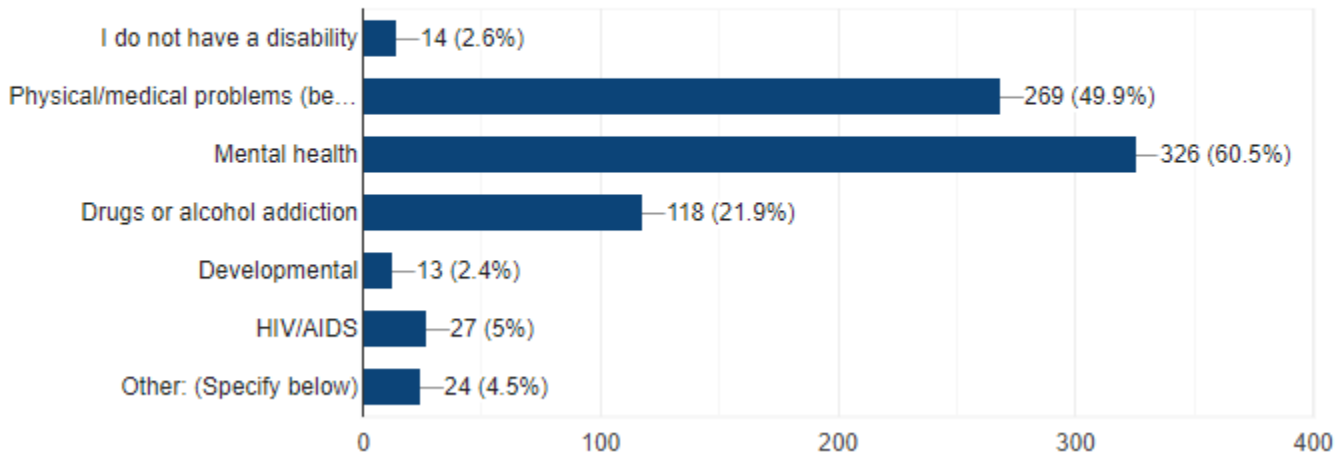
1,243 responses



Chronic

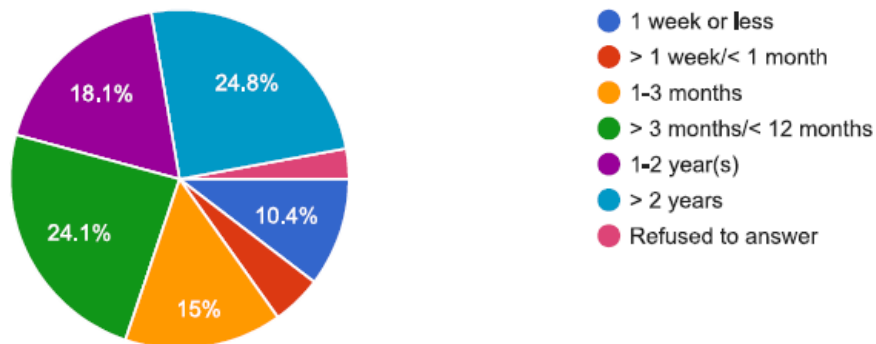
Please indicate type of disability

539 responses



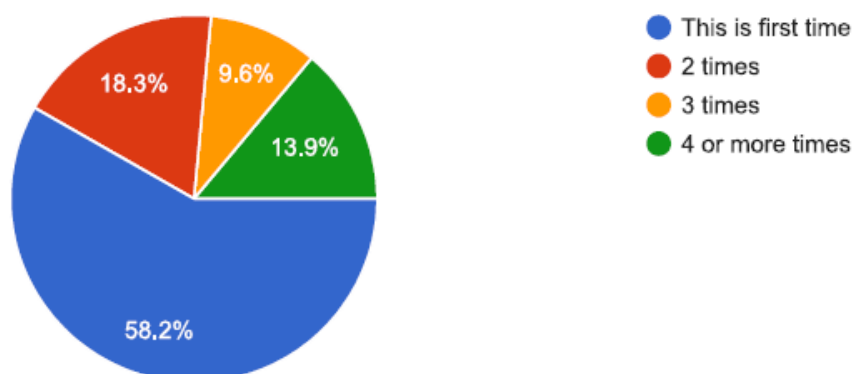
During the past three years, what is the total length of time you have lived on the streets or in shelters?

1,243 responses



In the past three years, how many times have you been housed and then become homeless again? (separate times stayed on the streets or shelters)

1,243 responses



Summer Census

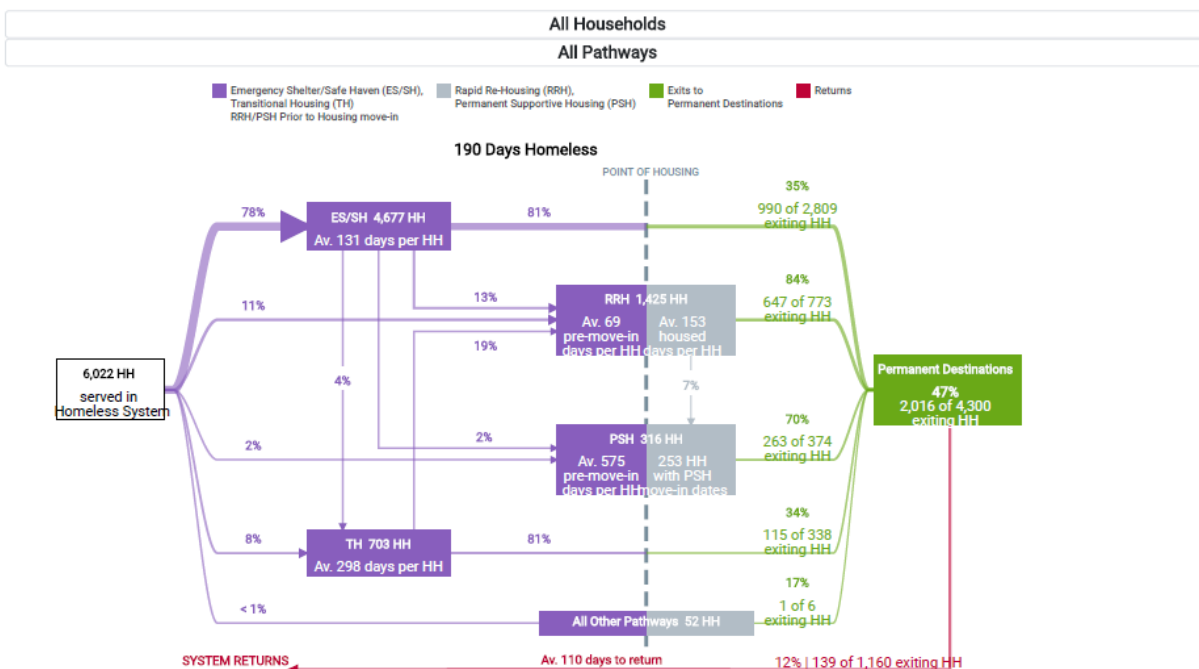
The Homeless Trust also conducts a summer census each August with the most recent one conducted on August 19, 2021. As with the 2021 PIT, the summer census also showed unsheltered counts at their lowest since 2014 and homeless totals (unsheltered/sheltered) that were among the lowest totals since the continuum began counting in 1996.

UNSHELTERED HOMELESS COUNT	# ON 8/15/19	# ON 8/19/21	Difference +/-	%
City of Miami-City of Miami, City Limits	710	510	-200	-28%
City of Miami Beach- Miami Beach	169	183	14	8%
Miami-Dade County-South Dade, South of Kendall Drive to Monroe County Line	87	64	-23	-26%
Miami-Dade County-Unincorporated Miami-Dade County, North of Kendall Drive to Broward County Line	182	172	-10	-5%
Subtotal- # of UNSHELTERED Homeless:	1148	929	-219	-19%
SHELTERED HOMELESS COUNT				
Total Homeless in Emergency Shelter	1,748	1,876	128	7%
Emergency Weather Placements	0	0	0	0%
Hotel/Motel	159	128	-31	-19%
Total Homeless in Transitional Housing	613	411	-202	-33%
Safe Haven	30	11	-19	-63%
Subtotal-SHELTERED Homeless:	2550	2426	-124	-5%
TOTAL - SHELTERED AND UNSHELTERED HOMELESS:	3698	3355	-343	-9%

Stella P

The Homeless Trust also uses the Stella performance module to isolate areas of concern and plan improvements. This year we are focusing on the impact of adult only (AO) households on length of time homeless, exits to permanent housing and returns to homelessness.

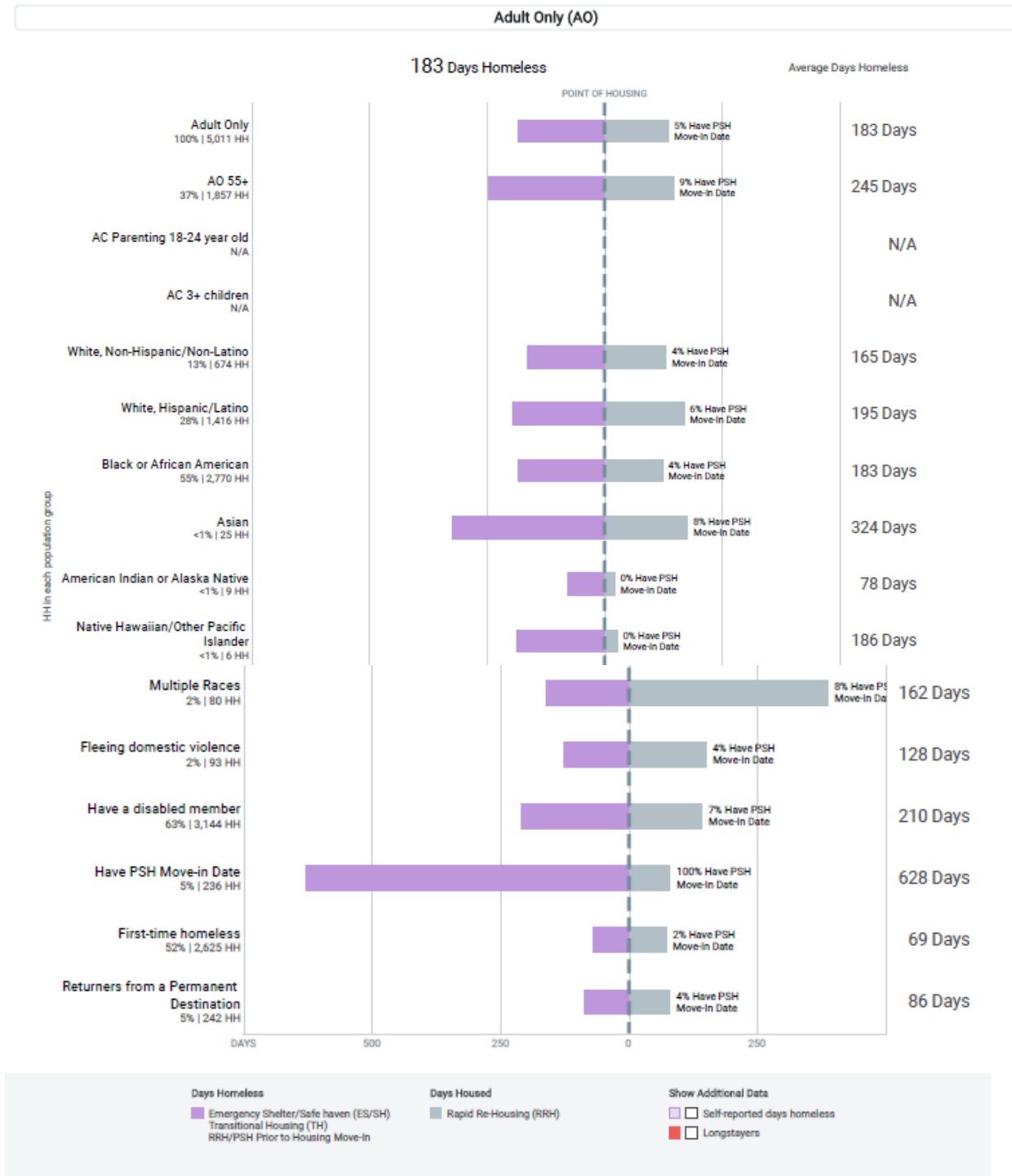
System map



Length of Time Homeless

Days Homeless by Population Group

Percent and number of households in each population group and average cumulative days homeless for each population group.

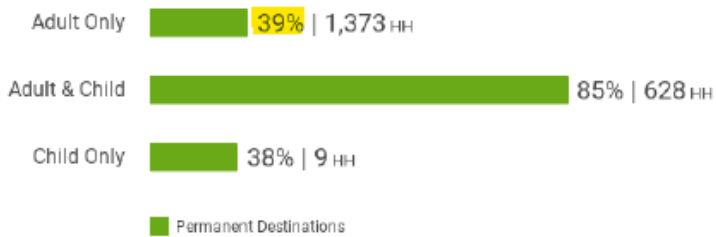


Exits to Permanent Destinations

Exits from the Homeless System

Percent of households that exited to permanent destinations.

47%
 Exited to
 Permanent Destinations
 2,016 of 4,300 HH

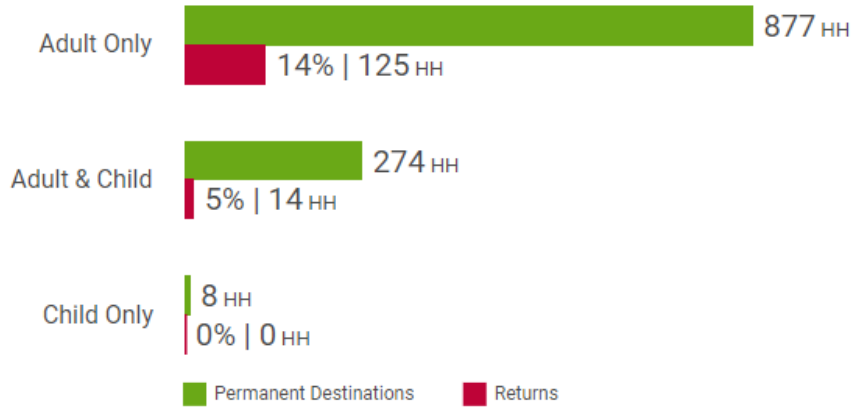


Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited in the first 6 mo of the Current Report Period

12%
RETURNS
139 of 1,160 HH

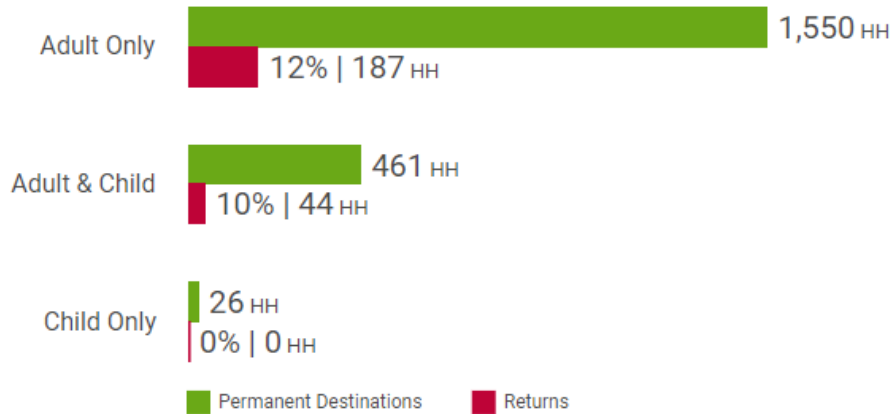


Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited in the 12 mo prior to the Current Report Period

11%
RETURNS
231 of 2,040 HH

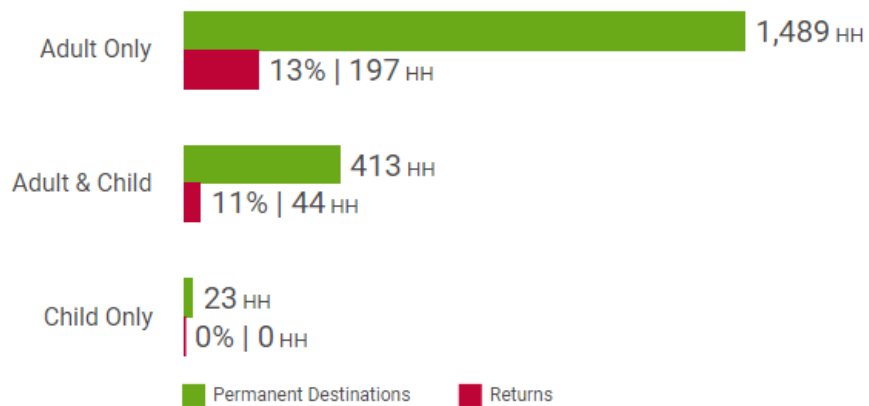


Returns to the Homeless System

Percent of households that returned to the homeless system within six months of exiting to a permanent destination. Results are shown for the exit cohort selected in the dropdown.

HH that Exited between 12 and 24 mo prior to the Current Report Period

12%
RETURNS
241 of 1,931 HH



System Performance Measures

In line with the [McKinney-Vento Homeless Assistance Act](#), the Homeless Trust views the local homeless response as a coordinated system rather than a collection of individual programs operating independently in our community. As such, we measure our system’s performance collectively, in addition to analyzing performance by specific projects and project types. Below is a comparison of U.S. HUD System Performance Measures for 2020-2021.

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2020	FY 2021	Submitted FY 2020	FY 2021	Difference	Submitted FY 2020	FY 2021	Difference
1.1 Persons in ES and SH	6266	6752	110	128	18	70	73	3
1.2 Persons in ES, SH, and TH	6989	7132	140	141	1	90	78	-12

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client’s “Length of Time on Street, in an Emergency Shelter, or Safe Haven” (Data Standards element 3.17) response and prepends this answer to the client’s entry date effectively extending the client’s entry date backward in time. This “adjusted entry date” is then used in the calculations just as if it were the client’s actual entry date.

NOTE: Due to the data collection period for this year’s submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.17.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2020	FY 2021	Submitted FY 2020	FY 2021	Difference	Submitted FY 2020	FY 2021	Difference
1.1 Persons in ES, SH, and PH (prior to “housing move in”)	-	6939	-	273	-	-	151	-
1.2 Persons in ES, SH, TH, and PH (prior to “housing move in”)	-	7344	-	309	-	-	176	-

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date. For those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2021	% of Returns	FY 2021	% of Returns	FY 2021	% of Returns	FY 2021	% of Returns
Exit was from SO	139	9	6%	5	4%	10	7%	24	17%
Exit was from ES	2798	336	12%	174	6%	237	8%	747	27%
Exit was from TH	162	16	10%	4	2%	13	8%	33	20%
Exit was from SH	25	2	8%	3	12%	2	8%	7	28%
Exit was from PH	1611	162	10%	66	4%	78	5%	306	19%
TOTAL Returns to Homelessness	4735	525	11%	252	5%	340	7%	1117	24%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2020 PIT Count	January 2021 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	3560	3224	-336
Emergency Shelter Total	1998	1927	-71
Safe Haven Total	27	12	-15
Transitional Housing Total	515	393	-122
Total Sheltered Count	2540	2332	-208
Unsheltered Count	1020	892	-128

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2020	FY 2021	Difference
Universe: Unduplicated Total sheltered homeless persons	6989	7497	508
Emergency Shelter Total	6204	7035	831
Safe Haven Total	62	38	-24
Transitional Housing Total	723	585	-138

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults (system stayers)	1776	1631	-145
Number of adults with increased earned income	131	120	-11
Percentage of adults who increased earned income	7%	7%	0%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults (system stayers)	1776	1631	-145
Number of adults with increased non-employment cash income	769	699	-70
Percentage of adults who increased non-employment cash income	43%	43%	0%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults (system stayers)	1776	1631	-145
Number of adults with increased total income	833	754	-79
Percentage of adults who increased total income	47%	46%	-1%

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults who exited (system leavers)	251	553	302
Number of adults who exited with increased earned income	31	49	18
Percentage of adults who increased earned income	12%	9%	-3%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults who exited (system leavers)	251	553	302
Number of adults who exited with increased non-employment cash income	111	166	55
Percentage of adults who increased non-employment cash income	44%	30%	-14%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2020	FY 2021	Difference
Universe: Number of adults who exited (system leavers)	251	553	302
Number of adults who exited with increased total income	128	194	66
Percentage of adults who increased total income	51%	35%	-16%

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2020	FY 2021	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	5081	6371	1290
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1787	1863	76
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	3294	4508	1214

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2020	FY 2021	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	6664	8050	1386
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	2750	3194	444
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	3914	4856	942

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2020	FY 2021	Difference
Universe: Persons who exit Street Outreach	3203	3789	586
Of persons above, those who exited to temporary & some institutional destinations	2689	2521	-168
Of the persons above, those who exited to permanent housing destinations	80	152	72
% Successful exits	86%	71%	-15%

Metric 7b.1 – Change in exits to permanent housing destinations

	Submitted FY 2020	FY 2021	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	5230	5169	-61
Of the persons above, those who exited to permanent housing destinations	2920	2328	-592
% Successful exits	56%	45%	-11%

Metric 7b.2 – Change in exit to or retention of permanent housing

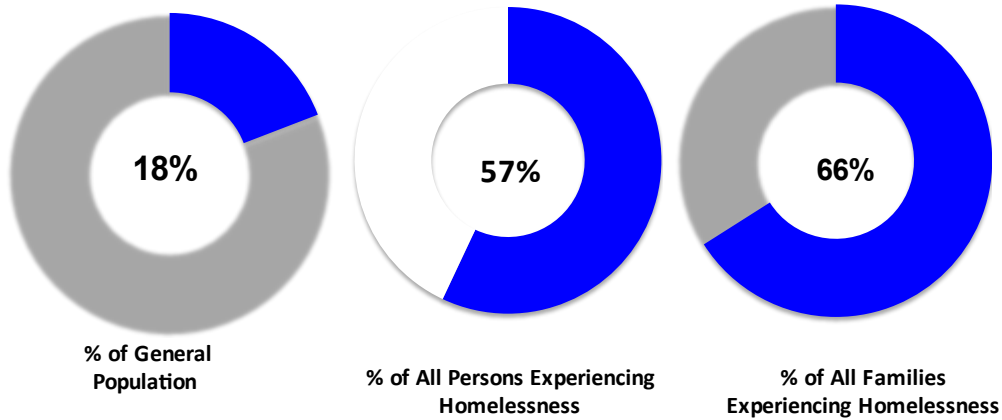
	Submitted FY 2020	FY 2021	Difference
Universe: Persons in all PH projects except PH-RRH	4390	4425	35
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	4329	4365	36
% Successful exits/retention	99%	99%	0%

Racial Disparities Assessment

In 2021, the CoC also conducted a racial disparities assessment. Among the findings, while 18% of Miami-Dade County's general population is Black/African-American, persons who are Black/African-American make up 57% of all persons and 66% of all families experiencing homelessness in Miami-Dade. In comparison, of all persons living in poverty in Miami-Dade, 26% are Black/African-American. In 2022 we engaged the Racial Equity partners to do a system analysis and training for stakeholders.

Extreme Racial Disparity Among Persons and Families Experiencing Homelessness in Miami-Dade County

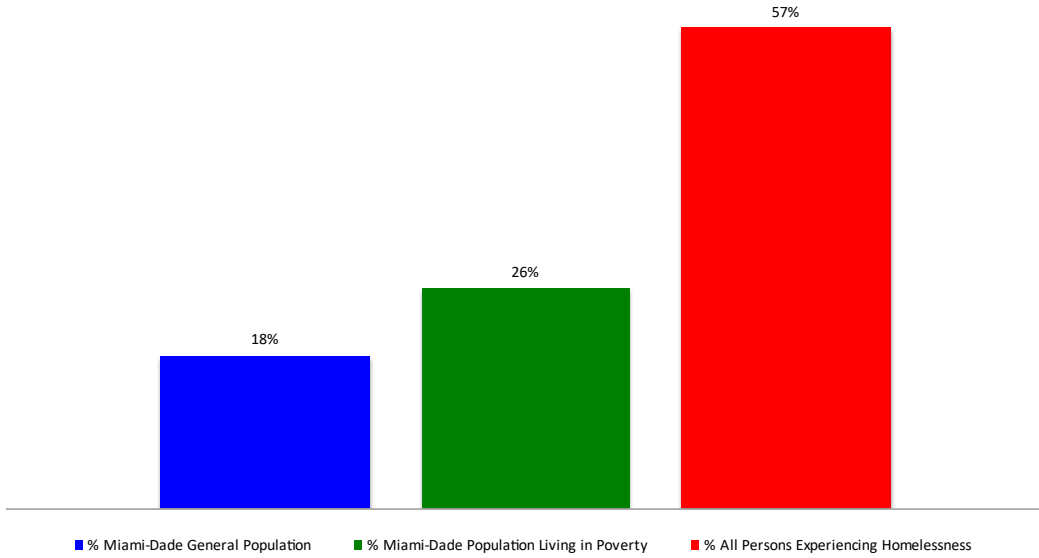
African American/Black Representation in Miami -Dade County's General Population Compared to Persons Experiencing Homelessness



Data Sources: HUD CoCRacial Equity Tool V2.1 with US Census ACS 20037; Miami-Dade CoCHMIS Reporting Period October 2018 through September 30, 2019

Poverty Does Not Directly Correlate with Experience of Homelessness

Rates of Poverty and Homelessness Among Persons Who are African American/Black



Data Sources: HUD CoCRacial Equity Tool V2.1 with US Census ACS 20037; Miami-Dade CoCHMIS Reporting Period October 2018 through September 30, 2019

**Racial Representation within
Miami-Dade County Homeless Trust Continuum of Care**

	African - American/Black	White Non-Hispanic ¹	White Hispanic ²
All CoC Components	57%	11%	30%
CoC Component			
Emergency Shelter & Transitional Housing	58%	12%	28%
Rapid ReHousing	66%	11%	21%
Permanent Supportive Housing (PSH)	53%	9%	35%
Successful Exits to Permanent Housing	58%	13%	27%

Percentage of Miami-Dade County General Population:
 1. 13% White, non-Hispanic (US Census Quick Facts, V2019)
 2. 71% Hispanic of which 90% are White (Miami Matters Dashboard)

The CoC solicits additional feedback on gaps and needs through countywide budget meetings, CoC Board meetings, committees and sub-committees, client satisfaction surveys and feedback received through a survey that is accessible through our website and posted via QR code at social service offices, shelters, Project-Based Permanent Housing, etc...

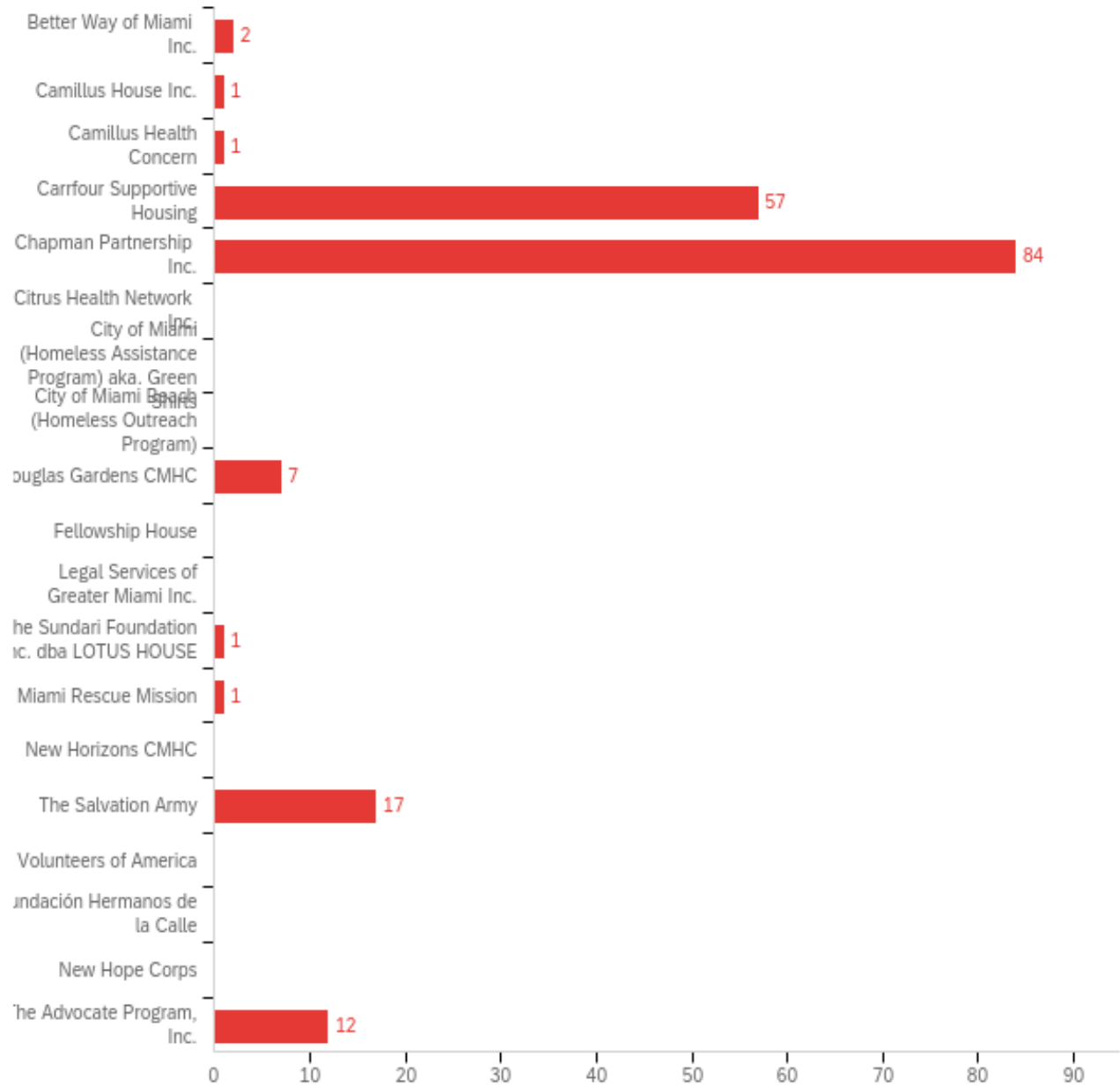
A recurring theme in all these discussions is a lack of affordable housing, including Extremely Low Income (ELI) Housing as well as Permanent Supportive Housing for persons with Special Needs. Lack of health care, mental health care, and employment opportunities are also recurring themes.

Client Satisfaction

HT - Customer Satisfaction Survey

January 17th 2022, 6:11 pm EST

Q2 - What is the name of the agency you are rating?

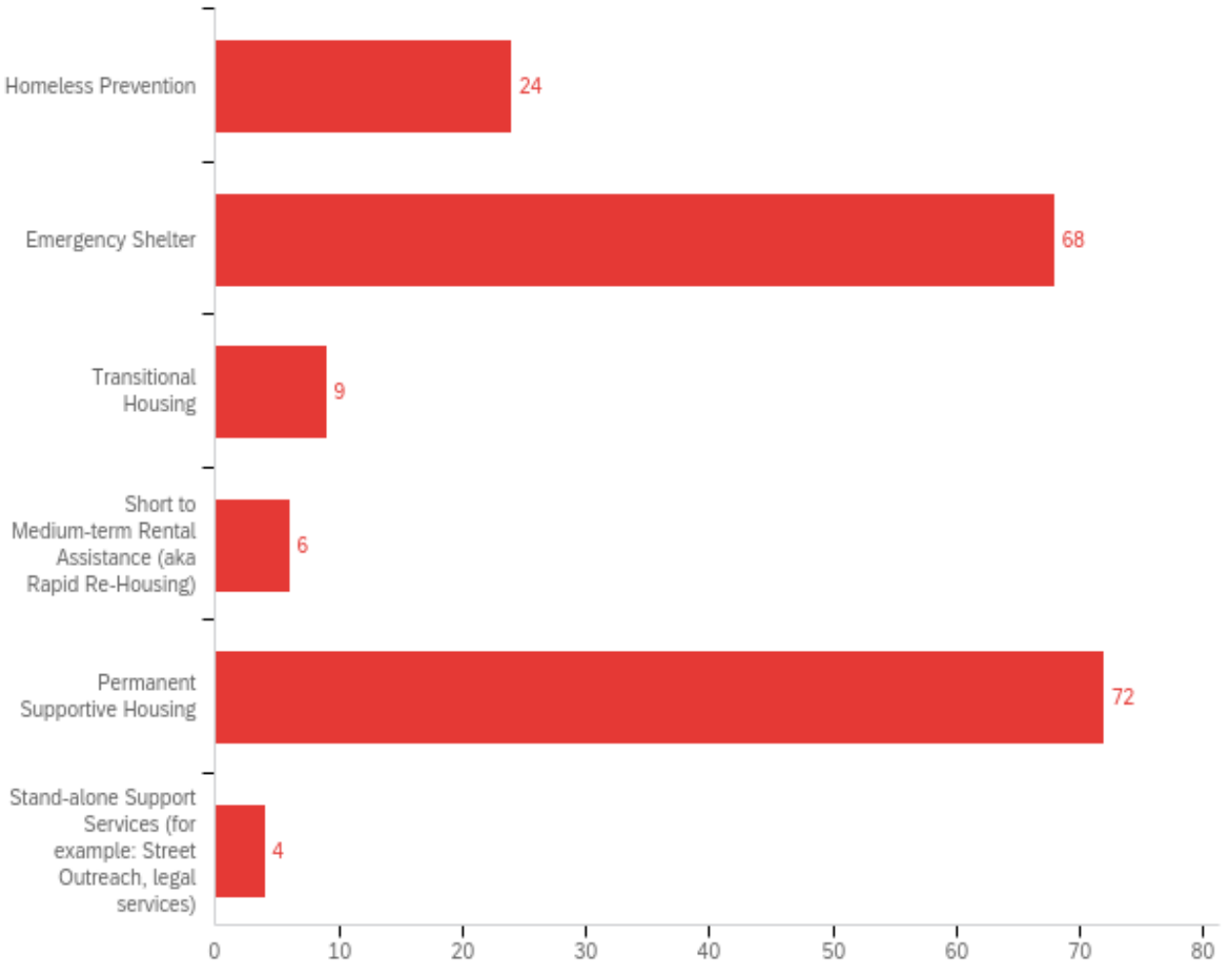


Q4 - Please evaluate EACH of the following statements and provide a response for EACH of the statements. (We ask that you provide a response to ALL of the statements below, indicating whether you Agree or Disagree)

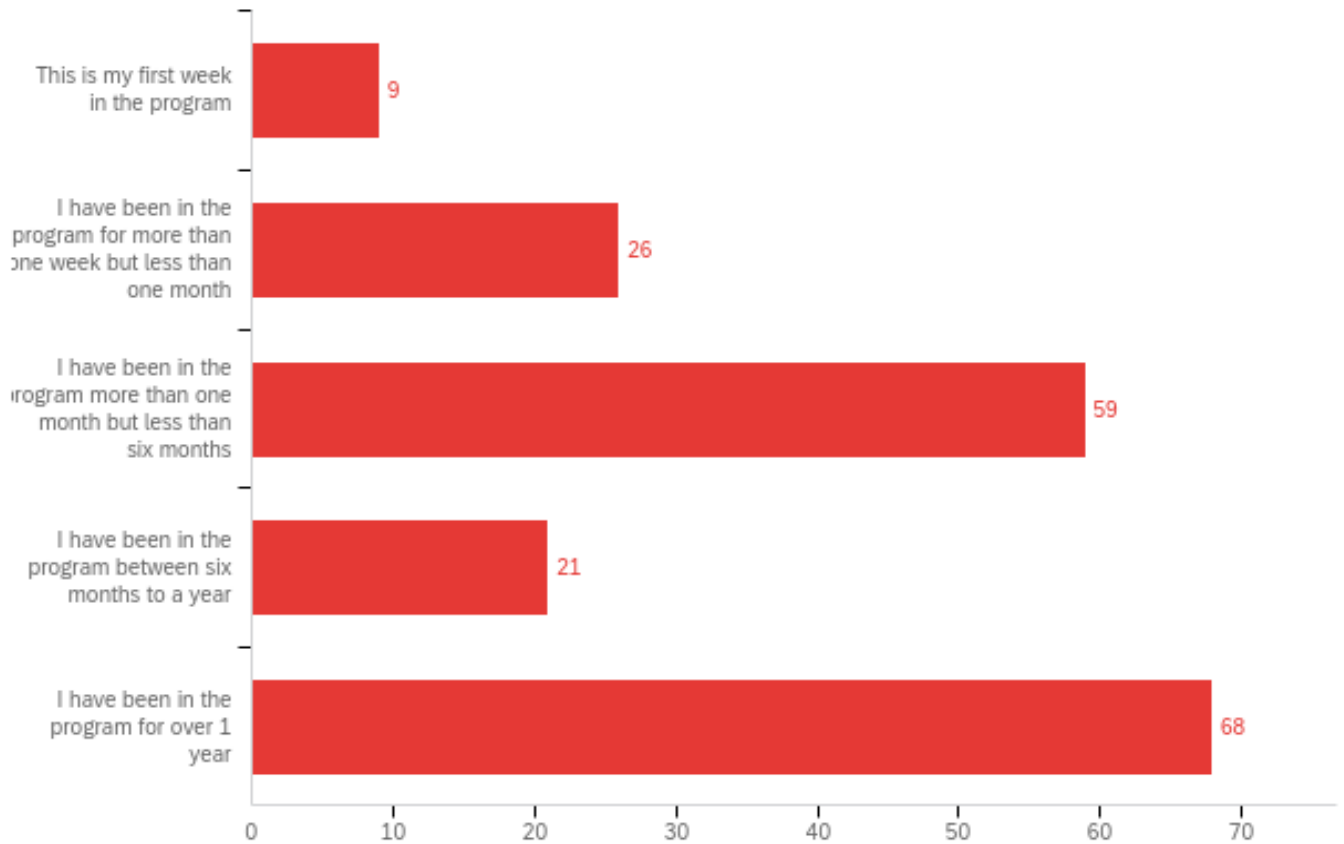
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I was informed of my rights and responsibilities, including the agency's grievance procedures	84.15%	154	8.74%	16	2.73%	5	0.55%	1	3.83%	7	183
2	I was provided with information about different support services that are available to me	82.51%	151	8.20%	15	2.73%	5	1.64%	3	4.92%	9	183
3	I was involved in making decisions about my service plan	84.70%	155	6.01%	11	3.28%	6	1.64%	3	4.37%	8	183
4	I was able to talk with staff when I needed to	77.60%	142	13.11%	24	2.73%	5	2.19%	4	4.37%	8	183
5	The building and facilities are kept clean, safe and comfortable	61.20%	112	22.95%	42	8.74%	16	2.19%	4	4.92%	9	183
6	My rights were acknowledged, respected	78.69%	144	10.38%	19	4.92%	9	1.09%	2	4.92%	9	183

	and protected											
7	The staff cares about my wellbeing	80.33%	147	9.29%	17	4.37%	8	1.09%	2	4.92%	9	183
8	Program staff are knowledgeable about available resources that could help me	83.61%	153	8.74%	16	2.19%	4	1.09%	2	4.37%	8	183
9	I would recommend this program to others	82.51%	151	7.10%	13	3.83%	7	1.09%	2	5.46%	10	183

**Q6 - What category best describes the current level of care you are receiving?
(Select one option from the drop-down list)**



Q7 - How long have you been a client of the agency you are rating here?



Summary

- Focus CARES Act and American Rescue Plan resources on further reducing homelessness
 - Prioritize those experiencing homelessness most at risk for serious illness from COVID-19, as well as chronically homeless persons, for new permanent housing
 - Enhance specialized outreach with a focus on encampments and persons with substance use disorders; maintain specialized outreach teams focused on hard-to-serve persons with serious mental illness
 - Partner with Emergency Rental Assistance programs to assist those at-risk of homelessness and prevent eviction
 - Further coordinate resources allocation with Emergency Solutions Grant (ESG) Entitlement Jurisdictions
 - Acquire, rehab or construct properties designated for persons experiencing homelessness
- Creation of Additional Permanent Supportive Housing (PSH)
 - Seniors

- Unsheltered single adults with high special needs
- Utilize Move-Up strategies to move on PSH clients no longer in need to intensive supports, freeing up PSH for the most acute chronically homeless households
- Increase Extremely Low Income and Affordable Housing
 - Increase partnerships with area Public Housing Agencies (4) to secure preference and set asides for special needs populations
 - Partner with Affordable Housing Developers/Owners through tax credit developments and other affordable housing opportunities
 - Enhance landlord relationships; develop a local landlord partner program/database; use incentives as available/needed
 - Coordinate and provide expedited advanced care housing options for persons who need assistance with activities of daily living
- Increase coordination and capacity to better serve victims of Domestic Violence
 - Increase shelter capacity exclusive to victims of domestic violence
 - Enhance permanent housing opportunities dedicated to victims of domestic violence
- Increase opportunities for clients to increase income/employment for persons experiencing homelessness enabling them to secure and retain permanent housing
 - Enhance partnerships with public/private employers, including on the job training and apprenticeship programs
 - Create educational and training platforms that combine critical life skill education with practical training to prepare individuals experiencing homelessness to re-enter the workforce within high-demand industries (workforce trades)
 - Enhance partnership with vocational training/education facilities and other job development partners (Miami Job Corps, CareerSource South Florida, Miami Community Ventures)
 - Expedite SOAR disability claims; ensure clients are systematically connected to mainstream benefits (public health care, Medicaid, SSI, TANF, substance abuse programs, etc.)
 - Develop guidelines to promote and support volunteerism and community service among people experiencing homelessness
- Enhance year over year U.S. HUD System Performance Measures by 5%
 - Utilize HUD Technical Assistance and Performance Evaluation Committee to further analyze system performance and outcomes, including project-level performance issues
 - Improve data quality (dedicated provider staffing; ongoing reviews; monthly mandatory meetings to troubleshoot issues and highlight changes/updates); host one-on-one meetings with agencies as needed
 - Work to coordinate and integrate data collection across systems (health, behavioral health, criminal justice, etc.)
- Further develop CoC plan and action steps to address racial equity, identify resources to support plan, conduct annual CoC racial disparity assessment and coordinate efforts with the Miami-Dade Office on Equity and Inclusion and other community-based efforts to address racial equity

- Expand local Food & Beverage Tax in municipalities which currently do not participate (Miami Beach, Surfside, Bal Harbour)
- Partner with other emergency and long-term recovery agencies to develop a comprehensive, communitywide approach to deal with unsafe structure condemnations which were prompted by the Surfside condominium collapse; consider additional legislation, policy and funding to ensure support for the displaced, and increase accountability on multifamily property owners

Attached please find updated implementation strategies and measures embedded within the 2022 Community Plan to End Homelessness: Priority Home.

Attachment